

FLIGHT CENTRE

REDEMPTION PORTAL QUERIES

Flight Centre has developed a preferred approach to handling enquiries regarding the Marketing Redemption Portal.

The process is designed to improve Consultant experience when managing queries by providing Frequently Asked Questions (FAQ's) that can be accessed immediately to attempt to resolve an issue. Most queries should be answered in the following FAQ's.

If your query is not answered, an email can be sent to the specific FC portal redemption email where a response will be provided within three (3) business days.

STEP 1: Make sure you are contacting the correct FC team

If your enquiry is in regards to **FC Price Beat Vouchers**, please email: marketing_finance@flightcentre.com

If your enquiry is in regards to **FC Gift Cards**, please email: gift_cards@flightcentre.com

If your enquiry is in regards to **Commonwealth Bank Awards**, please email: commawards@flightcentre.com

If your enquiry is in regards to a **State Marketing Voucher (for example survey/feedback voucher or state specific voucher)**, please email your state contact:

- **NSW/ACT**
Sarah Cogar nswact_marketing@flightcentre.com
- **VIC/TAS**
Melissa Lee melissa_lee@flightcentre.com
- **SA/NT**
Tim Watts tim_watts@flightcentre.com
- **QLD**
Rhiannon Doran rhiannon_doran@flightcentre.com
- **WA**
Karen Thyse karen_thyse@flightcentre.com

STEP 2: Read Frequently Asked Questions ([click here](#))

FREQUENTLY ASKED QUESTIONS (FAQ's)

Simply click on the question below to view the answer

- Q1 [Voucher code is not working in the Redemption Portal](#)
- Q2 [Voucher code has expired, can we extend it?](#)
- Q3 [I forgot to redeem a voucher/offer and now it has expired](#)
- Q4 [My store has not received the reimbursement for a voucher/offer I redeemed successfully](#)
- Q5 [I have searched the Finance Reports and my voucher code has not been paid out because T&C's not adhered to](#)
- Q6 [My customer would like to redeem a cross branded voucher](#)
- Q7 [My customer has lost or deleted their voucher](#)
- Q8 [What is the reimbursement process?](#)

I have read all the FAQ's however I still haven't resolved my query

If your query hasn't been answered in the FAQ's, please email:
fc_portalredemptions@flightcentre.com

We will endeavour to respond to your query within three (3) business days.

IMPORTANT NOTE:

Travel Club vouchers and gift cards CAN NOT be redeemed by retail stores!!! Any redemptions made, WILL NOT be reimbursed. The Travel Club stores get money given to them to issue staff incentive vouchers, which can only be redeemed via Travel Club stores only.

The voucher code my customer presented is not working in the marketing redemptions portal?

Are you typing O (letter) instead of 0 (zero)?

Make sure you are entering the voucher code correctly. Be sure to check that you are not mistakenly typing O (letter) instead of 0 (zero).

Have you included extra characters or spaces?

If you are copying and pasting the code into the portal, make sure you have not included any extra spaces or characters.

Unique voucher codes are typically a five character Campaign Code followed by 10 digits.

FOR EXAMPLE:

FHVN31234567890

Campaign code would be FHVN3 followed by the random combination of 10 digits which are specific to each customer.

Vouchers need 48 hours before they are uploaded to the portal

Has your customer only just received the voucher code on an email?
Most email vouchers are only available to redeem after 48 hours as it takes this amount of time to upload the voucher in to the portal system.

If this is the case, please wait a couple of days and try to redeem the voucher again. **DON'T FORGET TO REDEEM THE VOUCHER** before the expiry date!

Are you trying to redeem a CBA Voucher?

CBA vouchers need to be redeemed via the [CBA AWARDS PORTAL](#) NOT the marketing redemptions portal.

CBA AWARDS PORTAL:

Go to the CBA page on the intranet [click here](#), then
Click the Commonwealth Awards tile

For all CBA voucher enquiries, please email: commawards@flightcentre.com

[\(back to FAQ List\)](#)

The voucher code my customer has presented has already expired, can we extend it?

FC Marketing will NOT authorise the extension of vouchers or offers.

As per our [Redemption Policy](#), unfortunately we need to enforce the one best way for everyone. As a result all vouchers and offers need to be entered into the Marketing Redemption Portal prior to the due date/expiry date.

When we start to make exceptions to the rule based on individual stores or scenarios, it becomes difficult to manage and ensure we are always treating every store equally (one best way).

Consultants should not promise the voucher/offer to their customer without checking the expiry date first and/or redeeming it in the portal.

Simply forgetting to redeem the voucher and missing the expiry date or forgetting to add extra passenger redemptions WILL NOT be reimbursed by FC Marketing and stores will need to wear the expense.

BIRTHDAY VOUCHER DOES NOT HAVE A CLEAR EXPIRY DATE

If the voucher your customer has provided does not clearly state the expiry date in the Terms & Conditions, you will need to send ALL of the below information including a copy of the voucher to fc_portalredemptions@flightcentre.com or fax (07) 3170 7484, in order for it to be investigated.

IMPORTANT: Do not just provide us with the first page of the voucher with no T&C's shown at all. All vouchers we issue have some form of T&C's so make sure you provide the ENTIRE voucher.

Store Pseudo:

Store T3:

Client Full Name:

Client Address:

Client DOB:

Consultant Name:

Booking Reference:

Booking Destination:

TTV:

Pax#:

Commission made on booking:

Promotion Code:

Promotion Amount:

[\(back to FAQ List\)](#)

My store has not received the reimbursement for a voucher/offer I redeemed successfully?

Around the 20th of each month is the cut off for redemptions, meaning that any vouchers or offers redeemed after this date will be paid to your store in the NEXT month.

A full breakdown (by customer name and offer) of all vouchers paid out from FC Marketing is loaded on the intranet each month. These [Finance Reports](#) can be used to reconcile your store accounts.

STEP BY STEP INSTRUCTIONS:

Step 1: Go to the intranet (Flight Deck)

<http://flightdeck.au.flitech.net/Interact/Pages/Section/SubFullTwo.aspx?subsection=3209>

Step 2: Look for the month of redemption you require and download the report

Step 3: Once open, click on the spreadsheet tab at the bottom called 'Read Me' and follow the instructions provided

If you have redeemed a voucher that does not comply with the T&C's, the voucher would not have been paid out.

Consultants should not promise vouchers/offers to their customer without checking the Terms & Conditions (which are included on the portal screen).

It is the Consultants responsibility to ensure that they correctly complete ALL fields in the redemption portal and are complying with the Terms & Conditions of vouchers/offers.

FC Marketing will NOT reimburse vouchers/offers incorrectly redeemed and stores will need to wear this expense.

Since January, the Finance Reports now contain a breakdown of redemptions lodged that have not met the T&C's and we have started including a reason in the report explaining why the voucher has been rejected.

FOR EXAMPLE:

T&C's not adhered to - Min spend not met

T&C's not adhered to - Used in conjunction with other offer

[\(back to FAQ List\)](#)

My customer would like to redeem a cross branded voucher, what do I do?

If your customer presents a voucher from another travel brand within FCL we are able to manually redeem this for you as a gesture of goodwill.

PLEASE NOTE: This is only for campaigns with a Unique Code that are within the validity period and all other Terms & Conditions must be adhered to.

Please send ALL of the below information to FC Marketing:

fc_portalredemptions@flightcentre.com

Store Pseudo:

Store T3:

Client Full Name:

Client Address:

Client DOB:

Consultant Name:

Booking Reference:

Booking Destination:

TTV:

Pax#:

Commission made on booking:

Promotion Code:

Promotion Amount:

[\(back to FAQ List\)](#)

My customer has lost or deleted their voucher, what can we do to find the code?

If your customer has lost or deleted their voucher, please send ALL of the below information to FC Marketing fc_portalredemptions@flightcentre.com so we can search the system for their code.

Client First Name:

Client Surname:

Client Address:

Client Email Address:

Voucher type:

Value of Lost/Deleted Voucher:

[\(back to FAQ List\)](#)

FLIGHT CENTRE POLICY

LATE REDEMPTION OF MARKETING VOUCHERS & OFFERS

Our policy is that all redemptions (offers and vouchers) must be redeemed by Consultants through the marketing redemptions portal prior to the date of expiry.

When we start to make exceptions to the rule based on individual stores or scenarios, it becomes difficult to manage and ensure we are always treating every store equally (one best way).

We are here to help with any redemption portal query and assist with tracking down voucher codes prior to the cut off date so that everything can be processed through the system in time and reimbursed to your store as quickly as possible.

Below reminder, is included in the Flight Centre National Marketing Update every month outlining our policy on late reimbursements, so please discuss with your store to avoid this situation occurring.

MARKETING VOUCHER REIMBURSEMENTS

All marketing reimbursements including offers and vouchers need to be entered into the marketing redemptions portal by the due date/expiry date.

Missed deadline, forgetting to redeem the voucher through the portal or simply forgetting to add extra passenger redemptions, will not be reimbursed by Flight Centre Marketing and stores will need to wear the expense.

AUDIT

A full breakdown (by customer name and offer) of all vouchers paid out from FC Marketing is loaded on the intranet each month. These [Finance Reports](#) can be used to reconcile store accounts.

These reports also contain a breakdown of redemptions lodged that have not met the Terms & Conditions and thus will not be paid out by marketing. We have included a reason explaining why the voucher has been rejected

If a Consultant is caught redeeming vouchers or offers dishonestly, FC Marketing reserve the right to retract reimbursements that have been paid out. It is the responsibility of Consultants to retain a printed copy of all vouchers redeemed, should an enquiry be made.

[\(back to FAQ List\)](#)